

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: August 2021**

Category	July 2021	August 2021	% Change July-Aug	August 2020	% Change 2020-2021
Total Accounts	1,898,365	1,897,912	-0.02%	1,885,421	0.66%
Total Accounts Past Due	164,492	165,369	0.53%	184,616	-10.43%
E.A. Eligible Accounts	106,709	105,450	-1.18%	115,724	-8.88%
E.A. Eligible Accounts w/Past Due Balance	23,785	24,885	4.62%	31,970	-22.16%
Revenue of Past Due Accounts	\$ 20,913,365	\$ 20,794,544	-0.57%	\$ 29,849,047	-30.33%
Revenue of Past Due E.A. Eligible Accts	\$ 4,887,819	\$ 4,708,534	-3.67%	\$ 7,389,630	-36.28%
Disconnection Notices Issued	34,199	58,295	70.46%	39,480	47.66%
Disconnection Notices to E.A. Eligibles	6,306	10,822	71.61%	7,420	45.85%
Involuntary Disconnections	3,103	3,190	2.80%	1,905	67.45%
Reconnections	2,152	2,152	0.00%	1,564	37.60%
Accounts Determined Uncollectible	4,038	5,243	29.84%	4,558	15.03%
Uncollectible E.A. Eligible Accounts	448	807	80.13%	613	31.65%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: August 2021**

Category	Linn County REC* (Electric Only)	Black Hills Energy f/k/a Aquila (Gas Only)	Liberty Energy f/k/a Atmos (Gas Only)
Total Accounts		143,133	3,479
Total Accounts Past Due		10,500	386
E.A. Eligible Accounts		6,197	487
E.A. Eligible Accounts w/Past Due Balance		882	102
Revenue of Past Due Accounts		\$ 946,939	\$ 45,744
Revenue of Past Due E.A. Eligible Accts		\$ 106,123	\$ 13,179
Disconnection Notices Issued		2,347	337
Disconnection Notices to E.A. Eligibles		219	64
Involuntary Disconnections		382	29
Reconnections		89	11
Accounts Determined Uncollectible		447	45
Uncollectible E.A. Eligible Accounts		0	16

\* Effective July 1, 2018, Linn County REC is no longer required to file this report.

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: August 2021**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	395,305	194,525	611,117	550,353
Total Accounts Past Due	17,964	9,118	68,050	59,351
E.A. Eligible Accounts	27,687	13,979	31,016	26,084
E.A. Eligible Accounts w/Past Due Balance	3,713	1,705	9,892	8,591
Revenue of Past Due Accounts	\$ 6,525,007	\$ 1,272,647	\$ 9,784,351	2,219,856
Revenue of Past Due E.A. Eligible Accts	\$ 1,952,962	\$ 301,812	\$ 1,913,334	421,124
Disconnection Notices Issued	16,496	6,458	18,254	14,403
Disconnection Notices to E.A. Eligibles	2,881	1,294	3,555	2,809
Involuntary Disconnections	893	65	1,499	322
Reconnections	668	33	1,199	152
Accounts Determined Uncollectible	1,534	716	1,410	1,091
Uncollectible E.A. Eligible Accounts	321	122	196	152